

WAO Services & Statistics

	Women	Children
Refuge	120	113
Face To Face Counseling	52	n/a
Telephone Counseling	1,120	n/a
Ongoing Counselling for Ex Residents *	24	n/a

*No. of Women who have left the Refuge and return for face to face counseling, help or advice

WAO FIGURES FROM SEPTEMBER 1982:

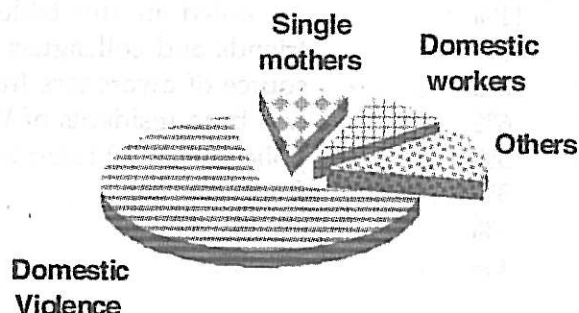
Year	Shelter	Telephone Counseling	Face-To-Face Counseling
1982-84	186	369	n/a
1985	53	592	n/a
1986	50	843	n/a
1987	61	822	30
1988	83	614	79
1989	72	1403	114
1990	75	1512	109
1991	74	1857	80
1992	62	2462	74
1993	91	1321	84
1994	97	1358	91
1995	88	1428	57
1996	98	1800	52
1997	109	1150	52
1998	101	1241	50
1999	120	1120	52



REFUGE SERVICES

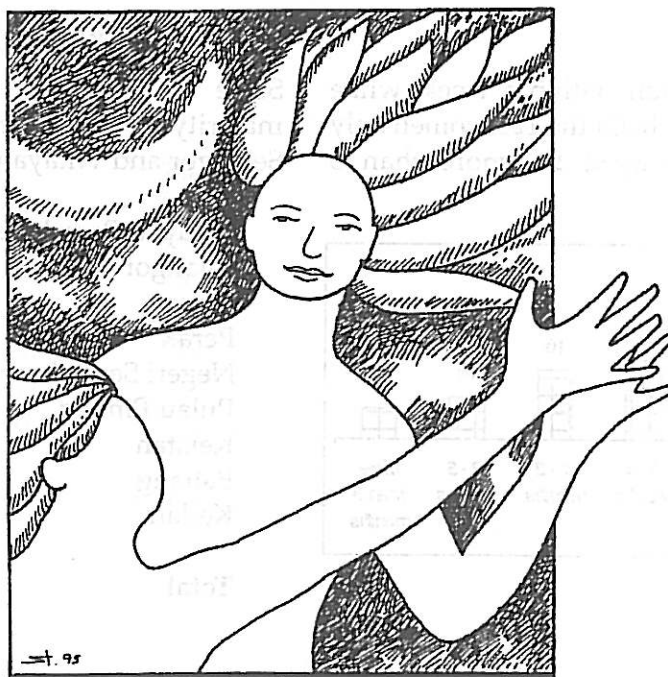
REASONS FOR SHELTER

In 1999 WAO provided shelter to 120 women and 113 children. Of the 120 women, 11 (or 9%) were domestic workers, both local and foreign. The majority of women (69%) sought shelter at WAO as a result of being subjected to domestic violence.



Domestic Violence	83	69%
Single mothers	10	9%
Others*	16	13%
Domestic worker abuse	11	9%
Total	120	100%

* Includes women with financial problems, the disabled and mentally unstable



SOURCE OF AWARENESS - HOW DID WOMEN KNOW ABOUT WAO

AGENCIES

NGO	30	25%
Friend/Colleague	23	19%
Ex-client	16	13%
Media	13	11%
Police	10	8%
Hospital	9	8%
Welfare Dept.	7	6%
Relatives	6	5%
Others	4	3%
One Stop Crisis Centre	1	1%
Legal Aid Centre	1	1%

Total 120 100

As noted in the table, NGOs as well as friends and colleagues provided the largest source of awareness from WAO. 16 women had been residents of WAO in the past. The police made 10 referrals, an increase of 30% from last year.

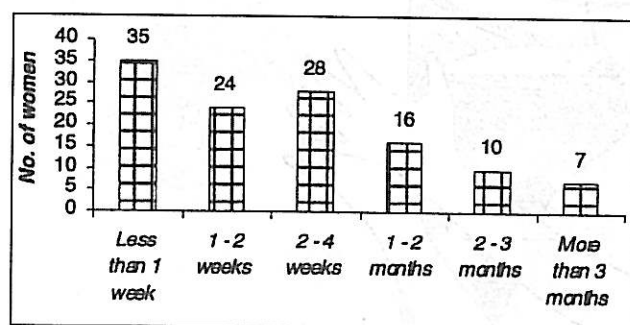
NUMBER OF VISITS TO WAO

1st Time	103	86%
2nd Time	9	8%
3rd Time	5	4%
4th Time	2	1.6%
5th Time	1	0.4%
Total	120	100%

Of the 120 women seeking shelter, 17 had previously been in residence at WAO. The number of women returning to WAO decreased by 8% from 1998 (22% vs 14%), a positive sign that issues were resolved after their initial shelter stay at WAO.

LENGTH OF STAY

29% of the women left within a week, while 73% left within a month. Of the 120 women only 6% or 7 residents stayed for more than 3 months.



RESIDENCE/DOMICILE

Since WAO operates in the Klang Valley, the majority of the residents (82%) were from Selangor and Wilayah Persekutan.

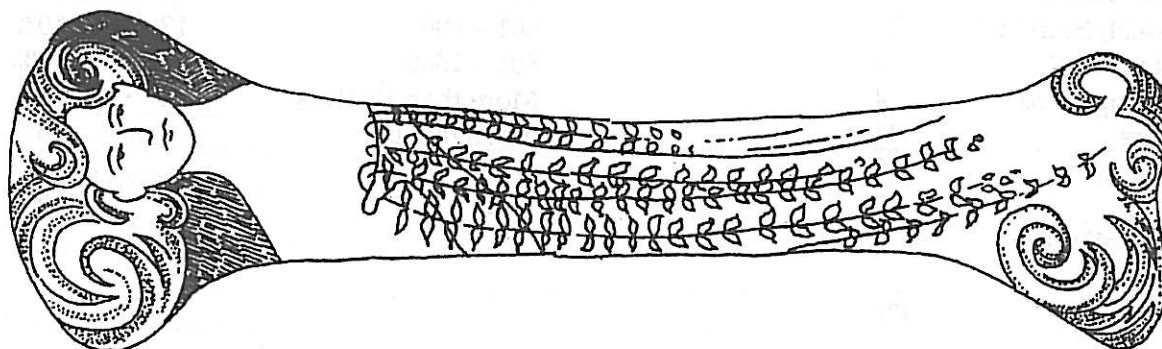
Wilayah Persekutan	56	47%
Selangor	42	35%
Johor	6	5%
Perak	4	3%
Negeri Sembilan	3	3%
Pulau Pinang	3	3%
Kelatan	3	3%
Pahang	3	3%
Kedah		

Total 120 100%

ETHNICITY & AGE

1999 saw an increase in the number of Malay and Chinese women seeking shelter at WAO (up 4%) and an increase of 4% of other ethnic groups other than Indian. The proportion of Indian women seeking shelter decreased by a significant amount (8%). Around 51% of the residents were between 16 and 30 years of age.

Ethnicity	No.	%	Age Group	No.	%
Indian	56	47%	16 – 18	3	2.5%
Malay	29	24%	19 – 21	13	11.0%
Chinese	18	15%	22 – 25	17	14.0%
Sabahan	1	1%	26 – 30	28	23.0%
Indonesian	10	8%	31 – 35	22	18.0%
Filipino	4	3%	36 – 40	25	21.0%
Thai	2	2%	41 – 45	7	6.0%
			46 – 50	3	2.5%
			>50	2	2.0%
Total	120	100%	Total	120	100%

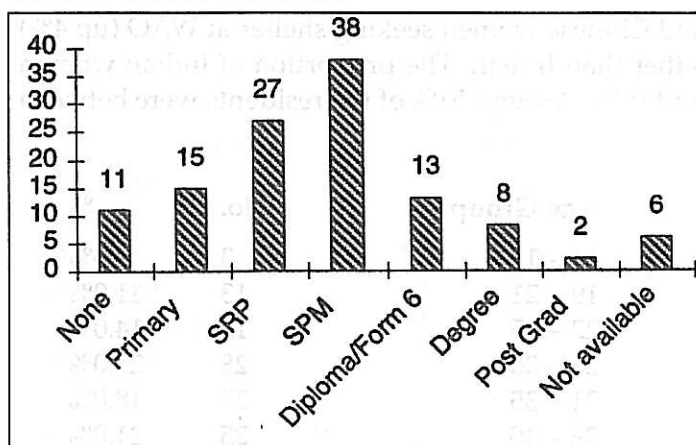


"MARITAL" STATUS

Single	22%
Living Together	5%
Separated	7%
Widowed	3%
Divorced	1%
Married according to Customary Rites	12%
Legally Married	50%
Total	100%



LEVEL OF EDUCATION



The majority of the women (74%) had more than primary education. Another 20% of the women had a diploma, degree or Post graduate degree

OCCUPATION PRIOR TO COMING TO WAO

Unemployed	11
Homemaker	31
Factory Worker	6
Domestic Help	14
Plant Worker	2
Clerical/Secretary	20
Professional	8
Self-employed	4
Others	11
Student	5
Nurse	2
Not available	6

Total 120

MONTHLY INCOME

PRIOR TO COMING TO WAO

None	46	38%
Less than RM200	4	3%
201 – 400	15	13%
401 – 600	15	13%
601 – 800	12	10%
801 – 1000	11	9%
More than RM1000	11	9%
Not available	6	5%

Total 120 100%

NUMBER OF CHILDREN AT WAO

There were 113 children in 1999, belonging to 52 of the women who sought shelter at the Refuge.

No. of children	D.V. cases	Others
Nil	33	8
1 child	20	3
2 children	11	3
3 children	6	
4 children	3	1
5 children	2	
6 children	3	
Total	113	15



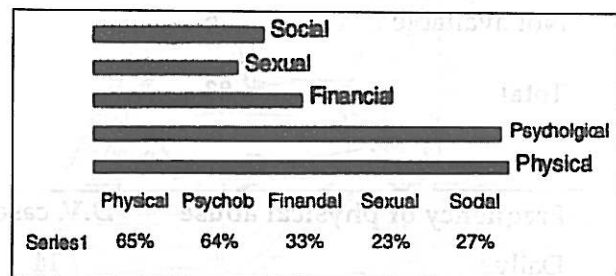
INFORMATION ON WOMEN WHO SOUGHT SHELTER DUE TO DOMESTIC VIOLENCE

The following information pertains to the 94 women who sought shelter at WAO in 1999 as a result of domestic violence:-

- 83 women were victims of abuse by their husband, a live-in-boyfriend or male relative.
- 11 were domestic workers who had been abused by their employer.

TYPES OF ABUSE (MULTIPLE ANSWERS)

Physical	78
Psychological	77
Financial	40
Sexual	27
Social	32



The majority of the residents (64%) had been psychologically abused, and 65% of the women had been subjected to physical abuse.

The Puan had come back with some groceries and Tori was bringing them into the house. The Puan then noticed that there were some yesterday's washing hanging in Tori's room. They were still wet as it was raining earlier and Tori hung them in her room to dry. The Puan became angry and accused Tori of not doing her job and then punched her face many times and used the broom to hit her head. She dragged Tori outside the room by her hands and took a kitchen knife threatening "Kamu mahu mati! Kamu mahu mati!" Tori pleaded to the Puan to stop torturing her and admitted her mistake for not folding and keeping the clothes and that she would rather be brought to the police for the mistake she made.

WAO Case files

On the 4th January 1998, while Li was sleeping, her husband climbed over her and sat on her torso and demanded sex. When she refused, he grabbed her hair and punched her in her face. She managed to break loose and ran out of the room. The following day, she slept in another room, on the third night after the incident, her husband was so furious that he took the knife to force open the door. Li climbed out through the window and ran out from the house as fast as she could to the police station. It was approximately 3 a.m. in the morning.

WAO Case files

*P*ersonal Particulars of Perpetrators

RELATIONSHIP TO THE WOMAN (MULTIPLE ANSWERS)

Note: - Two of the women who were victims of domestic violence had 2 perpetrators each, thus the total for perpetrators will be 85. In most of the cases (72%) the perpetrator was the husband

Relationship	D.V.	D.W.A.	%
Husband	68	n/a	72%
Cohabitee	5	n/a	5%
Parents	4	n/a	4%
Employer	n/a	11	12%
Others (includes: 1st wife, in-laws, uncle, sons)	8	n/a	9%
Total	85	11	

OCCUPATION OF PERPETRATOR

In 1999 only 9% of the perpetrators were unemployed as compared to 24% in 1998.

	D.V.	D.W.A.	%
Manual worker/driver	15	n/a	16%
Others	15	n/a	16%
Self-employed	13	5	19%
Salesman	10	n/a	11%
Not available	10	6	11%
Unemployed	8	n/a	9%
Professional	8	n/a	9%
Clerical	6	n/a	6%
Total	85	11	

INCOME OF PERPETRATOR

A large percentage of the women (35%) do not know the amount earned by their perpetrators. However, of those that knew, many of the perpetrators were earning over RM 1,000 per month.

Monthly Income	D.V. cases	D.W.A. cases	%
Less than RM200	8		9%
201 - 400			
401 - 600	4		4%
601 - 800	7		8%
801 - 1000	2		2%
More than RM1000	32	4	38%
Nil	6		6%
Not available	26	7	35%
Total	85	11	

WAO HELPED 25 WOMEN WITH THE PROCESS OF OBTAINING INTERIM PROTECTION ORDERS (IPOS) UNDER THE DOMESTIC VIOLENCE ACT, 1994, MALAYSIA.

As at December 31, 1999 the status of the residents was as follows:

Status	D.V. cases	D.W.A. cases	%
Still at WAO	4	n/a	4%
Went back to former situation	22	n/a	24%
Living independently	46	1	50%
Left for another centre	2	n/a	2%
Left the country-to country of origin	1	10	12%
Returned to own home (perpetrators not living there)	3	n/a	3%
Not available	5	n/a	5%
Total	83	11	100%

More than half of the women were able to go on and lead independent lives. Only 24% returned to the abusive situations.

REASONS FOR RETURNING TO PREVIOUS SITUATION (MULTIPLE ANSWERS)

	DV cases only
Financial	5
Give husband another chance	14
Agree to change lifestyle	8
Illness in the family	3
Other	5

IF LIVING INDEPENDENTLY, THE TYPE OF HOUSING

Of the 89 women who went on to live independently, 11% were able to find rented accommodation, and 4% found their own home. The majority of women (55%) went to live with family or friends.

Type	D.V.	D.W.A	Others	Unwed mothers	%
With family	30	1	3	8	35%
With friends	6	n/a	n/a	1	6%
Renting a house	5	1	4	n/a	9%
Provided by employers	3	n/a	n/a	n/a	3%
Living in own home	3	n/a	1	n/a	3%
Not available	3	n/a	2	n/a	3%
In a registered home	2	n/a	2	1	4%
Not applicable	31	9	4	n/a	37%
Total	83	11	16	10	100%

Telephone Counselling Services

Women call WAO from all over Malaysia, to receive counseling, legal advice, information and most of all a sympathetic ear so that they can talk to someone who will listen to their problems and doubts.

At times, women call just for information (mostly legal) or a quick word of assurance that they are on the right track, thus our social workers, volunteers or staff receiving the call may not be able to get all of the information as outlined in the WAO telephone data sheet.

A total of 1,120 telephone-counseling calls were registered in 1999. 1,060 of these were from women, while a small number (60) were from men. 760 of the calls were related to domestic violence. 321 women (or 42%) of the women callers suffered physical abuse, and 44% had experienced psychological abuse. Of the calls that stemmed from problems other than domestic violence, 23% were regarding divorce and child custody. Another 23% of those calls were concerning marriage/relationship problems.

HOW DID CALLERS KNOW ABOUT WAO?

Agencies

NGOs	34
Police	0
Welfare	8
Religious Bodies	1

Media

Newspaper/Mags	55
Radio	23

Other Sources

Friends	95
Telephone Directory/Operator	12
Others	32
Not recorded	860

Total 1,120



Telephone Counselling Services

SEX

Male	60
Female	1,060
Total	1,120

ETHNICITY

Malay	245
Chinese	438
Indian	317
Others	29
Not recorded	91

Total 1,120

AGE

< 16 years	7
16 - 21	72
22 - 31	296
32 - 41	268
42 - 51	143
> 51	15
Not recorded	319

Total 1,120

OCCUPATION

Student	9
Housewife	201
Factory Worker	15
Unemployed	39
Maid/cleaner	31
Clerk	75
Executive	12
Secretary	22
Professional	32
Teacher	20
Receptionist	3
Cook	1
Technician	1
Help husband's business	7
Business	6
Other	46
Not recorded	600

Total 1,120

RESIDENCE/DOMICILE OF CALLERS

Penang	5
Kedah	2
Perak	11
Perlis	0
Selangor	271
Wilayah Persekutuan	245
Negri	28
Malacca	7
Johor	16
Pahang	6
Kelantan	3
Trengganu	2
Sabah	3
Sarawak	7
Not recorded	514

Total 1,120

SPECIFIC REQUEST OF THE CALLERS

Counselling	531	47.0%
Counselling for husband	5	0.5%
Legal information	223	20.0%
Financial assistance	10	1.0%
Information	116	10.5%
Shelter	100	9.0%
Shelter for children	1	0.1%
IPO	24	2.0%
Other	11	1.0%
Not recorded	99	9.0%

Total 1,120 100.0%

Face-to-Face Counselling

This is a service available to women who opt to see a counsellor in person. Professional social workers offer counselling sessions to women in need who may not necessarily want to seek shelter but are in need of guidance or advice.

Domestic Violence	42
Other Issues	10
Total	52

Problems include:

Divorce	6	14%
Other women	6	14%
Another woman	5	11%
Marriage relationship problems	5	11%
Destitute/financial problems/debt	3	7%
Problems with parents	3	7%
Child custody and maintenance	2	5%
Sexual harassment	2	5%
Jealous suspicious boyfriend	1	2%
Husband unemployed	1	2%
Mental stress	1	2%
Problems with children	1	2%
Financial assistance	1	2%
Information on child abuse	1	2%
Legal information	1	2%
Husband on drugs/alcohol/gambling	2	5%
Other	3	7%
Total	44	100%

Many of the women had more than one problem. A large number of the problems involved domestic violence. 25% of the problems related to husbands or partners involvement with other women. A further 11% were concerned with marriage relationship problems.



Face-to-Face Counselling

HOW DID WOMEN KNOW ABOUT WAO?

Agencies:

NGO	3	6%
Doctor/hospital	3	6%
One Stop Crisis Center	1	2%
Police		
Media	1	2%
Legal Aid Center	7	13%
Religious bodies	1	2%
Operator	2	4%
Ex-client	5	10%
Relative	3	6%
Friend/colleague	9	17%
Employer	1	2%
Registration Department	1	2%
Other	1	2%
Not available	14	27%
Total	52	100%



RESIDENCE/DOMICILE

Penang	4	8%
Selangor	20	38%
Negeri Sembilan	1	2%
Johor	1	2%
Kelantan	1	2%
Kuala Lumpur	23	44%
Klang	2	4%
Total	52	100%

The majority of women are from Kuala Lumpur and Selangor, while some women came from as far as Johor.

TYPES OF SERVICES WOMAN REQUESTED (Multiple answers)

Counselling	41	54%
Legal information	17	22%
Financial assistance	1	1%
Information	6	8%
Shelter	4	5%
IPO	6	8%
Other	1	1%
Total	76	100%

There were a large number of women (22%) requesting legal advice including their right to divorce. 54% requested counselling and 8% requested an IPO

Face-to-Face Counselling

OCCUPATION

The majority of the women (35%) were homemakers, other professions include healthcare, cleaning and management. Violence cuts across ethnicity and occupation.

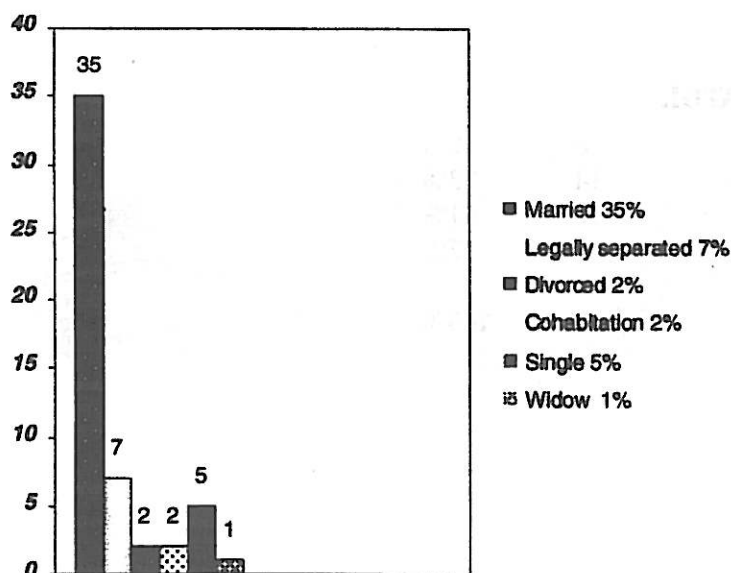
Student	1	2%
Homemaker	18	35%
Factory operator	1	2%
Unemployed	1	2%
Maid/cleaner	5	10%
Clerk	5	10%
Executive	4	8%
Secretary	2	4%
Professional	3	6%
Teacher	2	4%
Nurse	4	8%
Waitress	1	2%
Operator	1	2%
Other	4	8%
Total	52	100%

AGE

22-31 yrs	10	42-51 yrs	17
32-41 yrs	23	Over 51 yrs	2

MARITAL STATUS

Of the 52 women the majority (71%) were living together (cohabiting)



Face-to-Face Counselling

The Domestic Violence cases - Among the 52 women who sought counselling, 42 of them faced domestic violence.

LENGTH OF RELATIONSHIP

Under 1 year	1	2%
1 - 5 years	9	23%
6 - 10 years	6	12%
11 - 15 years	10	25%
16 - 20 years	5	12%
21 - 25 years	2	5%
over 25 years	3	7%
Not available	1	2%
Not applicable	5	12%
Total	42	100%

In 1999, 49% of the women who sought counselling have been living with their perpetrator for 11 years and above. This is an indication that these women have suffered abuse for many years.

Perpetrator's relationship to the women- (Multiple answers)

In 83% of the cases, the perpetrators were husbands

OCCUPATION OF THE PERPETRATOR

Unemployed	8	19%
Business Person	11	26%
Driver	2	5%
Policeman	1	2%
Teacher	2	5%
Professional	5	12%
Other	7	17%
Not available	6	14%
Total	42	100%

ETHNICITY OF THE PERPETRATOR

Malay	8	19%
Chinese	14	33%
Indian	17	41%
Other	3	7%
Total	42	100%

Face-to-Face Counselling

The nature of the domestic violence

NATURE OF ABUSE

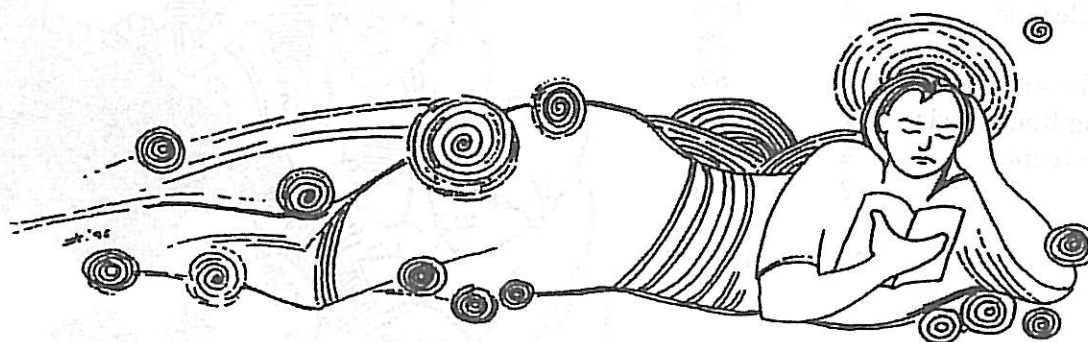
Physical	24	34%
Psychological	25	36%
Sexual	5	7%
Financial	9	13%
Social	7	10%
Total	70	100%

LENGTH OF THE ABUSE

Under 1 year	1
1 - 5 years	11
6 - 10 years	8
11 - 15 years	6
16 - 20 years	1
21 - 25 years	1
Not available	7
Total	35

OUTCOME (MULTIPLE OUTCOMES)

Counselling for the client's problems	27	45%
Referred to:		
• Police to make a report	1	2%
• Welfare to get an IPO	5	8%
• Legal		0%
• Legal Aid Bureau	3	5%
• Private lawyer	2	3%
• Other NGOs	2	3%
Informed client of her legal rights	20	33%
Shelter	2	3%
Information	1	2%
Total	60	100%

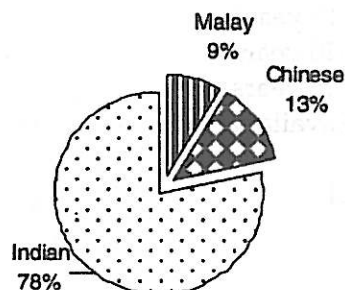




ON-GOING COUNSELLING FOR EX-RESIDENTS

During the course of 1999, 24 ex-residents visited the Refuge to keep in touch, seek counselling and support from WAO.

Ethnicity of the women



Malay	2
Chinese	3
Indian	18
Total	24

AGE

Under 16 years	0	0%
16-21	1	4%
22-31	3	13%
32-41	17	71%
42-51	2	8%
Over 51	0	0%
Total	24	100%

RESIDENCE/ DOMICILE

Penang	9	38%
Selangor	9	38%
Johor	2	8%
Wilayah	3	13%
Negeri Sembilan	1	4%
Total	24	100%

OCCUPATION

Student	1	4%
Homemaker	2	8%
Factory worker	6	25%
Unemployed	2	8%
Maid/cleaner	3	13%
Clerk	1	4%
Home business	2	8%
Nursing home assist.	1	4%
Road sweeper	4	17%
Other	2	8%
Total	24	100%



N-GOING COUNSELLING FOR EX-RESIDENTS

MARITAL STATUS

Married	1	4.0%
Legally separated	14	58.0%
Divorced	1	4.0%
Remarried	1	4.0%
Became second wife	2	8.5%
Single	3	13.0%
Widow	2	8.5%
Total	24	100.0%

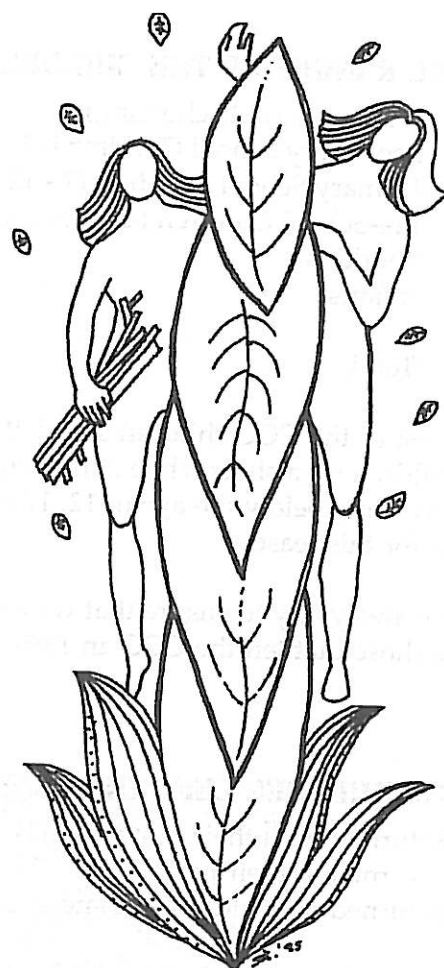
THE PROBLEMS EXPERIENCED BY THE CLIENT

(Multiple problems)

In-law interference	3
Destitute/financial problems/debt	12
Child sexual abuse	2
Problems with children	12
Legal issues	3
Maintenance issues	1
Immigration	1
Information on insurance	1
Problems with ex-boyfriend	1
Other	3

OUTCOME- (Multiple outcomes)

Counselling	11
Referred to welfare for assistance	2
Referred to the NGOs	4
Information on her legal rights	4
Referred client to waiting list for Anak Angkat Scheme	2
Referred to an insurance company	2



THE CHILD CARE CENTER REPORT

We began the year with 13 children at the Center and ended with 20 children under our care. Throughout 1999, a total of 36 children, belonging to 11 mothers, found shelter at our Center. Most of our children at the CCC are in their formative school years, so we try hard to ensure that they get steady academic support from volunteers and a tuition teacher.

AGE RANGES OF THE CHILDREN

> 14 years (not schooling)	1
Secondary School Children (13 - 14 years)	4
Primary School Children (7 - 12 years)	15
Pre-School Children (4 - 6 years)	12
Toddlers	2
Infants	2
Total	36

Most of the CCC children stay with us for extended periods of time, but occasionally, we put up children for a short while at the request of their mothers. As we have a firm policy about accepting boys only below the age of 12, 1/3 of the children who were in our temporary care eventually left us for this reason.

We always try to ensure that we know what happens to our children after they leave our care, and of those that left the CCC in 1999, more than 1/3 went back to their previous situations.

16 CHILDREN LEFT THE CENTER IN 1999. OF THE 16:

Returned with their mothers to their fathers	6
Returned to their mothers	6
Returned to Children's Home after legal proceedings	4

Throughout the year, the children at the Center received help in their schoolwork from volunteers, the CCC staff, and a tuition teacher. There were also ample opportunities for the children to discuss their thoughts and feelings both individually, and in group sessions through discussions and projects. In addition, art therapy was used to help the children.

The children also had their share of outings to the movies, to parties and picnics, swimming, and even to an environmental camp. These were organized and facilitated by volunteers and staff. We also organized numerous holiday gatherings, including a 5-day long camp. Both past and present residents of the Center participated in these gatherings.

It was important to us that the mothers kept in close contact with their children, and to that end, we ensured that they spent their off days and holidays with their children, be it at the Center or elsewhere. Just as important was maintaining support services for these children and their mothers even after they have left our care. We thus continued to keep in touch with them, whether it was to give assistance, help out in crisis, or just to lend a friendly ear.